

# Quick Reference Guide 3

## Outlook 2010 for Windows

### Mail



#### Mail

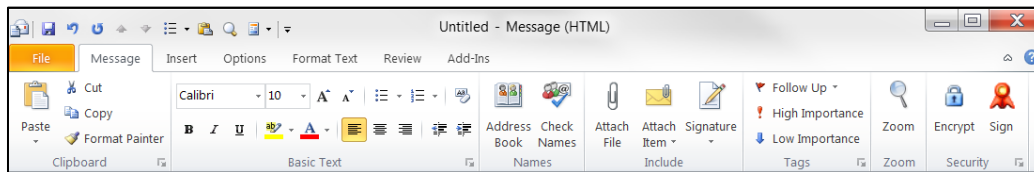
Within a message dialog box, there are multiple tabs with various commands which display on a ribbon; the features are organized in logical groups. The tabs replace the menus in previous versions of Outlook. Below are screenshots of the command tabs for new messages.

The Outlook **Mail** folder can be accessed by clicking the **Mail icon** in the *Navigation Pane* or by pressing **Ctrl+1**.

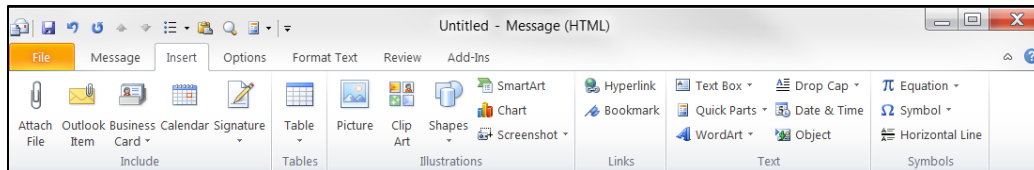
#### Mail Message Command Tabs and Ribbon



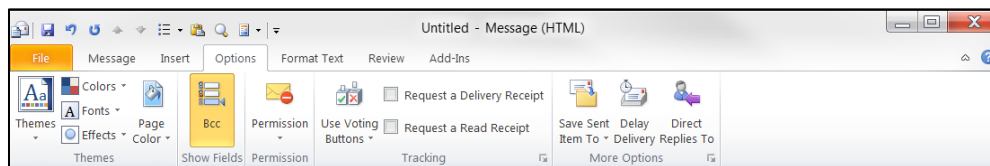
##### *Message Command Tab: Clipboard, Basic Text, Names, Include, Tags, Zoom and Security*



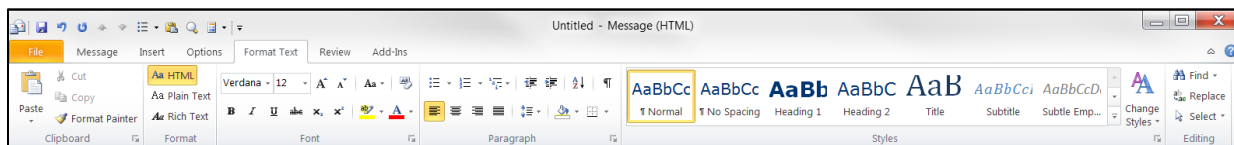
##### *Insert Command Tab: Include, Tables, Illustrations, Links, Text and Symbols*



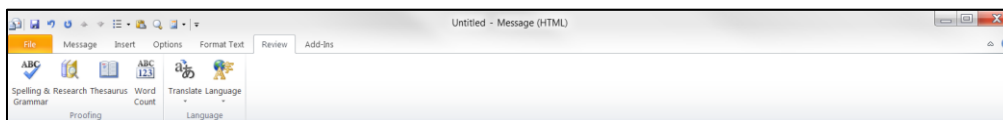
##### *Options Command Tab: Themes, Show Fields, Permission, Tracking and More Options*



##### *Format Text Command Tab: Clipboard, Format, Font, Paragraph, Styles and Editing*



##### *Review Command Tab: Proofing and Language*



#### Customize the Quick Access Toolbar for Messages

As with the **Quick Access Toolbars** throughout Office 2010, each Outlook new item window has its own **Quick Access Toolbar** that can be customized by the user. Steps to customize the **Quick Access Toolbars** throughout Outlook are outlined in the Outlook 2010 for Windows QRG 1 – Getting Started. To learn how to customize views, see the Outlook 2010 for Windows QRG 4 – View Customizations.



For software training, contact the Computer Training Center (CTC) at 358-1111 or visit the CTC Web site at <http://itcd.hq.nasa.gov/ctc>.

*This document is posted on the ITCD Web site <http://itcd.hq.nasa.gov/ctc>.*

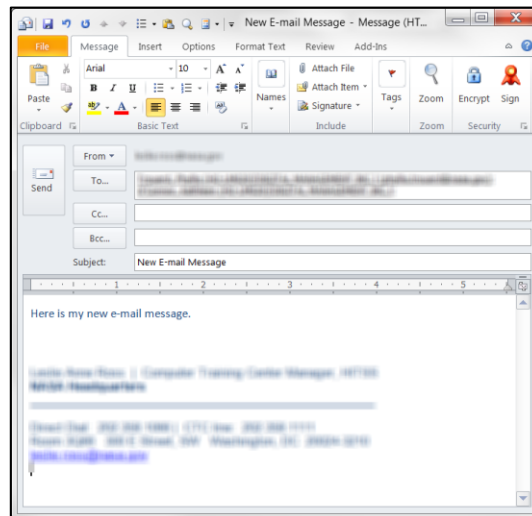
## New Messages

### Create a New Message

1. Click the **Mail** folder icon in the *Navigation Pane* to display the Inbox folder.
2. When in the Inbox, click **New E-mail** on the **Home Tab** or use the shortcut keystroke **Ctrl+N** to create a new message. When not displaying the Inbox, use the keystroke **Ctrl+Shift+M** to create a new message. The *New E-mail Message* dialog box displays (shown right).
3. Enter the addressee's e-mail address in the **To**, **Cc** or **Bcc** fields. To search for the addressee:

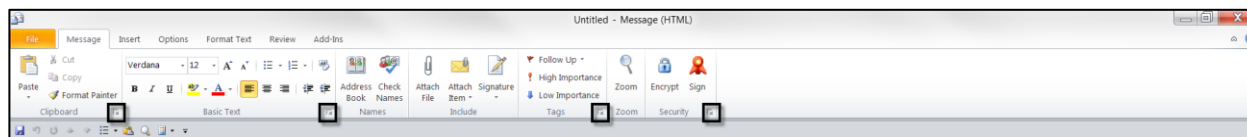
*Click Options Tab / Bcc to enable the Bcc field.*

- a. Click **To**, **Cc** or **Bcc** (if enabled). The *Select Names* dialog box displays.
  - b. Type a search term in the field provided and click **Go**.
  - c. Click to select the appropriate **name(s)** from the search result and click **To**, **Cc**, or **Bcc** to display the selected names in the appropriate field. Click **OK**.
1. Enter the **Subject Line** text and **Message Body** text.
  2. Use the features on the **Message Command Tabs** (discussed in the section entitled Message Window Command Tabs at page 2) to insert items, format text, mark private or spellcheck.
  3. Click **Send** or press **CTRL+ENTER**.



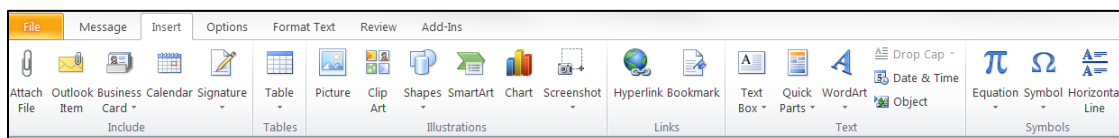
## Message Window Command Tabs

### Message Command Tab: Clipboard, Basic Text, Names, Include, Tags, Zoom and Security



- Click the **Clipboard**, **Font**, **Paragraph** or **Style** dialog box launchers (shown above with rectangle graphics) to display the full dialog boxes for each set of commands.
- Select text and then click any of the buttons to apply changes: **Cut**, **Copy**, **Font**, **Paragraph** or **Styles**.
- Click **Paste** to insert cut or copied text.
- Select the text with the desired formatting then click **Format Painter** to copy the format one time from the selected text and paint the same format over newly selected text. Click the **Format Painter** twice to turn on the feature and paint formatting over selected text multiple times. Click **Format Painter** once to turn it off.
- Click **Check Names** to direct Outlook to search for the addressee and validate the e-mail address.
- Click **Attach File** to include a file in the message.
- Click **Attach Item** to include any item type from Outlook (i.e., a Contact Card, Task, etc.).
- Click **Signature** to insert your signature. For more information on creating signatures, see the section entitled Signatures at page 6.
- Click **Encrypt** to encrypt the message using your *PKI certificate*.

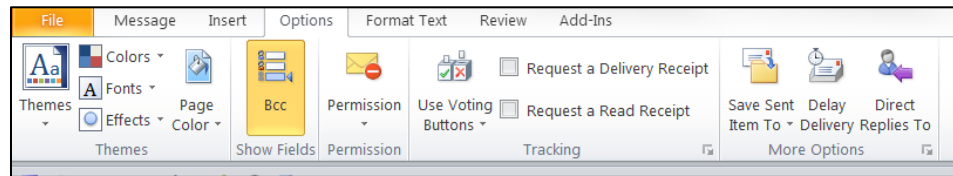
### Insert Command Tab: Include, Tables, Illustrations, Links, Text or Symbols



- Click **Attach File** to include a file in the message.
- Click **Attach Item** to include any item type from Outlook (i.e., a Contact Card, Task, etc.).

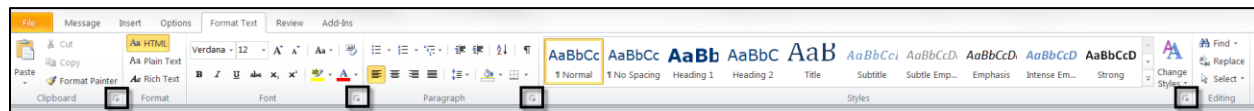
- Click **Signature** to insert your signature. For more information on creating signatures, see the section entitled Signatures at page 6.
- Click **Table** to insert a table with full Word 2010 Table functionality. The **Table Tools Design** and **Layout Command Tabs** display.
- Click any of the **Illustrations**, **Links**, **Text**, or **Symbols** commands to insert the appropriate item.

### Options Command Tab: Themes, Show Fields, Permission, Tracking and More Options



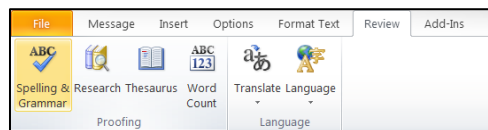
- Click **Themes, Colors, Fonts, Effects** and **Page Color** to change the message design, not the inserted content in the message.
- Click **Bcc** to show the **Bcc** field.
- Click the **checkboxes** to select **Request a Delivery Receipt** and/or **Request a Read Receipt**.
- Click **Save Sent Item To** and specify a folder to direct the sent item to, other than the *Sent Items* folder.
- Click **Delay Delivery** to set a specific delivery date and time.
- Click **Direct Replies To** and select someone else to receive the responses.
- Click the **More Options dialog box launcher** for additional options such as setting an expiration date.

## Format Text Command Tab: Clipboard, Font, Paragraph, Styles and Editing



- Click the **Clipboard, Font, Paragraph** or **Style dialog box launchers** (shown above with rectangle graphics) to display the full dialog boxes for each set of commands.
- Select text and then click any of the buttons to apply changes: **Cut, Copy, Font, Paragraph** or **Styles**.
- Click **Paste** to insert cut or copied text.
- Select the text with the desired formatting then click **Format Painter** to copy the format one time from the selected text and paint the same format over newly selected text. Click the **Format Painter** twice to turn on the feature and paint formatting over selected text multiple times. Click **Format Painter** once to turn it off.

## Review Command Tab: Proofing and Language



- Click **Spelling & Grammar** to check the spelling or grammar of the message.
- Click **Research** to enable the **Research Task Pane** with fields to search reference materials and online.
- Select text and click **Thesaurus** to find a synonym of the selected word.

## Create Voting Buttons

On the **Options Tab** you can build a custom command with voting buttons that the recipient uses to reply to your message. Voting buttons also provide response tracking.

1. From the **Options Tab**, click **Use Voting Buttons**. A drop-down list displays with pre-defined voting button options. To create unique text on the buttons, click **Custom**. The *Properties* dialog box displays (partial screenshot shown lower right).
2. In the *Voting and Tracking options*, click the **Use voting buttons** checkbox to enable.

3. Type the **text** for each button in the field provided and separate each button text with a **semi-colon (;)**.
4. Click **OK**. In your message a note displays stating “You have added voting buttons to this message.” The buttons display in the **Sent Item**.



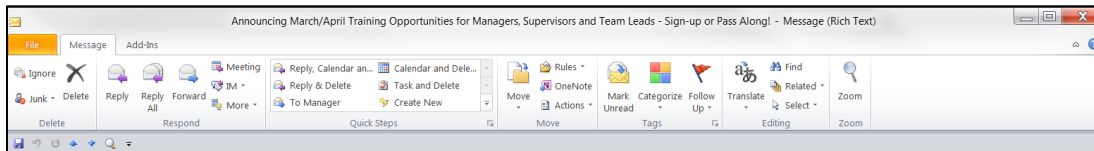
To review the responses, open your Sent message and click Tracking in the Show command group.

### Respond via Voting Buttons

The recipient's message will have a **Vote** button on the **Message Tab**. The recipient clicks **Vote** and then clicks to select their vote from the **drop-down list** of possible choices.



### Work with Message Options from Open Item

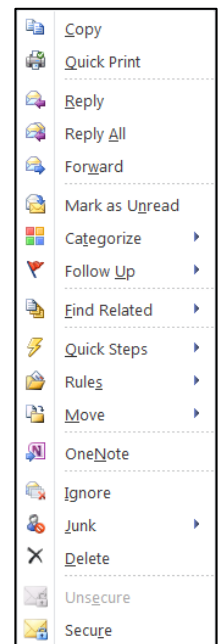


Double-click on a **message** in your Inbox or mail subfolder to open a message. The message displays with the **Message Command Tab** ribbon forward (shown above).

- Use the features on the ribbon to **Ignore**, **Delete**, or **Junk** the e-mail.
- Click **Reply**, **Reply All**, or **Forward** to draft a response.
- Click **Meeting** to create a meeting from the message. The message text will be inserted in the meeting.
- Click the **More** drop-down arrow to select the command **Forward as Attachment**.
- Use **Quick Steps** to run pre-defined rules in the Outlook software to make certain tasks faster. Creating rules is outlined in the section entitled Quick Steps at page 7.
- Click **Move** to move or copy the message to a selected folder.
- Click **Mark Unread** to change the message status to **Unread**.

### Work with E-Mail Messages (from the Inbox or Subfolder)

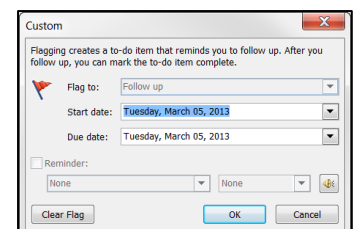
1. Click to select the message(s) you want to affect and right-click to display a *Shortcut Menu*.
2. From the *Shortcut Menu* you can do any of the following:
  - Copy, Quick Print, Reply, Reply All, Forward, or Mark as Unread.
  - Assign a **Category**, or flag for **Follow Up**. For instructions on working with Categories see the section entitled Categories at page 5. For instructions on working with Flags see the section entitled Follow Up Flags at page 4.
  - Click **Find Related** to search for Messages in This Conversation or Messages from Sender.
  - Use **Quick Steps** for faster processing by building a **Rule**. For instructions on creating **Quick Steps** see the section entitled Quick Steps at page 7.
  - Click **Move** to move to a specific folder.
  - Click **Ignore**, **Junk**, or **Delete** as appropriate for the selected message(s).
  - Click **Secure** to encrypt the message(s).



### Follow Up Flags

You can apply a **Follow Up Flag** to any Outlook item, thereby creating a **To-Do** item with a notification reminder.

1. Click **Follow Up** to flag a message.
2. From the **Follow Up** drop-down list, click one of the pre-defined follow up options, or click **Custom** to create a **To-Do** item with a reminder. The *Custom* dialog box displays (shown right).
3. Enter a **Start date** and **Due date**.
4. Click the **Reminder** checkbox to enable the reminder and enter in the provided fields a **date** and **time** to be reminded. Click **OK**.

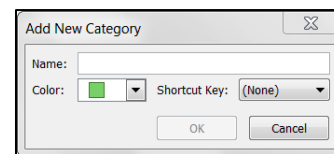


## Categories

Categories are a great way to stay organized and can be applied to any Outlook item type. Categories cannot be applied to folders or subfolders however. After categorizing items, you can later search by the category.

### Create a Category

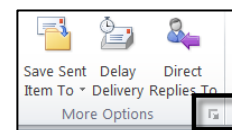
1. From the **Home Tab** for **Mail, Contacts** or **Tasks** folder, click **Categorize | All Categories**. The *Color Categories* dialog box displays (shown bottom right).
2. Click **New**. The *Add New Category* dialog box displays (shown right).
3. Type a descriptive name in the **Name** field.
4. Click the **Color drop-down arrow** and select a color from the list.
5. Click the **Shortcut Key drop-down arrow** and select a **keystroke combination** from the pre-defined list.
6. Click **OK** to save the new category.



*Whenever you create a new category from within an item, Outlook enables the new category for that item.*

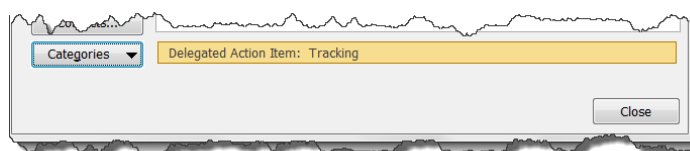
### Categorize within a new message

1. In the message, click **Options | More Options Dialog Box Launcher** (shown right). The *Options* dialog box displays (partial screenshot shown below).



*To create a new category from the category list, click **All Categories**. Follow steps 3-5 in the section entitled *Create a Category* at page 5.*

1. Click **Categories**. A list of your Categories displays.
2. Click to select the desired **Category** and click **Close**.



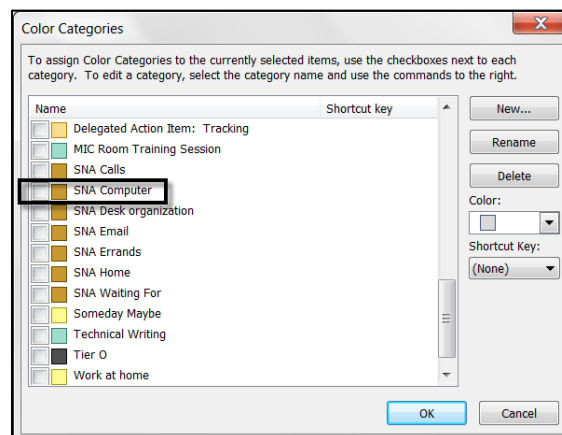
### Categorize Items in a Main Folder or Subfolder

1. Select the message, task, contact card, or appointment to be categorized.
2. Right-click and then click **Categorize**. The list of your categories displays.
3. Click the desired **category** to apply it to the item.

### Categorize Items using the Color Categories Dialog Box

The list is limited to 15 so if you do not see the category you would like, do the following:

1. Click **All Categories**. The *Color Categories* dialog box displays the full list of your categories (shown right).
2. Click the **checkbox** to select the desired category. You can apply more than one category to any item.
3. Click **OK**.



### Edit a Category

1. Click the **Home Tab | Categorize | All Categories**. The *Color Categories* dialog box displays (shown above).
2. Click to select the category and click **Rename**, **Delete** or click the **Color drop-down arrow** and select a different color.

*If you delete a category that is applied to existing Outlook items, the category will remain applied to the item but will not display in your category list.*

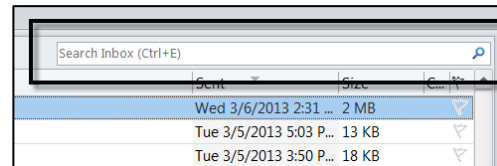


## Search Tools

### Run a Basic Search

The basic *Search* tool is available regardless of the Outlook folder displayed at the time. This search tool allows you to search with a single criterion in the displayed folder.

1. Display the folder to be searched (Inbox, subfolder, Calendar, Contacts, etc.).
2. Click into the **Search box** (shown right) or press the shortcut keystroke Ctrl + E. The **Search Tools Tab** displays.
3. Type the search **criteria** in the **Search box** and press **ENTER**. The search runs on the displayed folder and displays the search result.

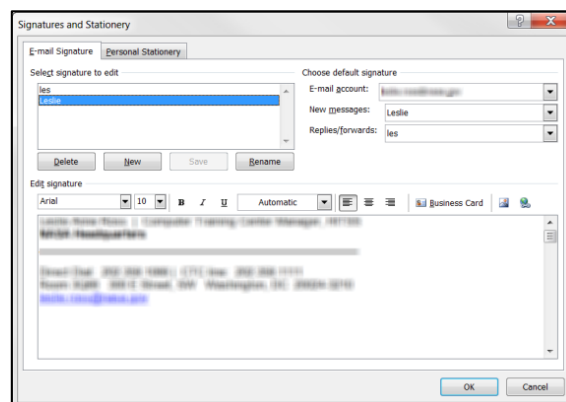


*The **Search Tools Tab** only displays when searching. For more information on the Search Tools Tab and Advanced Search, see Outlook 2010 for Windows QRG 9 – Search Tools.*

## Signatures

Use the *Signature* options to automatically include a signature in messages. You can have more than one signature stored so you can select to use one for new e-mail messages and another one for replies and forwarded messages.

1. From the e-mail message, click **Insert | Signature**. The *Signatures and Stationery* dialog box displays (shown right).
2. Click **New** to create a signature. The *New Signature* dialog box displays.
3. Type a **name** for the signature in the field provided and click **OK**. Your screen will return to the *Signatures and Stationery* dialog box.
4. Enter the **text** for the signature in the **Edit Signature** text field.
5. Use the editing buttons to change the font or alignment.
6. Select the signature to use for your e-mail account for **New messages** and **Replies/forwards**.
7. Click **OK**.

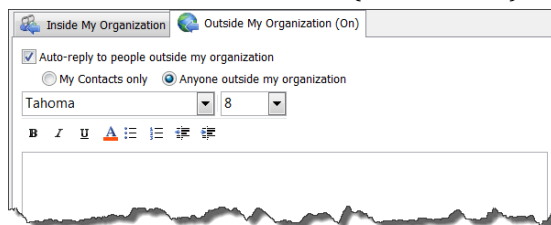


## Out of Office Assistant

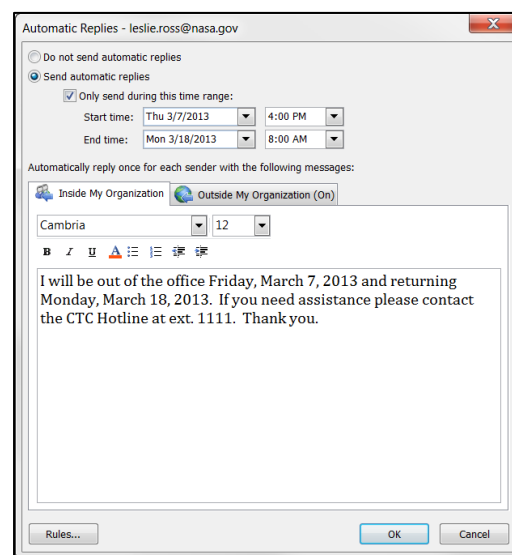
1. Click the **File Tab | Automatic Replies**. The *Automatic Replies* dialog box displays (shown below right).
2. Click to select **Send automatic replies**.

*You can also select **Only send during this time range** and enter a start date and time along with an end date and time.*

3. Click the **Inside My Organization Tab** to create a message for internal NASA e-mail addresses.
4. Click the **Outside My Organization Tab** to create a message for external non-NASA e-mail addresses (shown below).



- a. To use the **Outside My Organization Out of Office** reply, click the **checkbox** for **Auto-reply to people outside my organization**.
- b. Click to select either **My Contacts only** or **Anyone outside my organization**.



5. Click the **Font drop-down arrow** to select the desired font.
6. Click the **Point size drop-down arrow** to select the size of the font.
7. Type the **Out Of Office** reply in the text fields provided on both the **Inside My Organization** and **Outside My Organization Tabs**.
8. Use the **editing buttons** on the toolbar to apply font and paragraph attributes to the text entered into the text field.
9. Click **OK**.

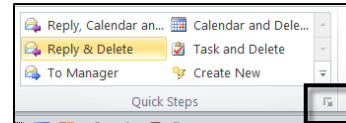
## Quick Steps

**Quick Steps** are rules that automate user-defined actions to assist with faster processing.

### Create a Quick Step

1. **Highlight** the message to which you will apply the rule.
2. From the main **Outlook** view, click the **Quick Steps dialog box launcher** (shown upper right).

The *Manage Quick Steps* dialog box displays (shown lower right).



In the *Quick Step* list are pre-defined **Quick Steps** and any created by the user. To the right is the **Description** of the selected **Quick Step**.

3. **METHOD 1:** to create a **Quick Step** using the **pre-defined actions**:
  - a. Click **New** in the *Manage Quick Steps* dialog box. A drop-down list displays with **pre-defined actions** to include: **Move to Folder, Categorize and Move, Flag and Move, New e-mail to, Forward to, or New meeting with**.

For this example, we will create a **Move to Folder Quick Step**.

- b. Select one of the **pre-defined actions**. The *First Time Setup* dialog box displays (shown right).
  - c. Type a name for the **Quick Step** in the **Name** field.
  - d. Click the **Move to folder drop-down arrow** and select the desired folder from the list or browse to select the folder by clicking **Other Folder**.
  - e. Click **Finish**. The new **Quick Step** will display in the **Quick Step** list in the *Manage Quick Steps* window.
4. **METHOD 2:** to create a custom **Quick Step**:

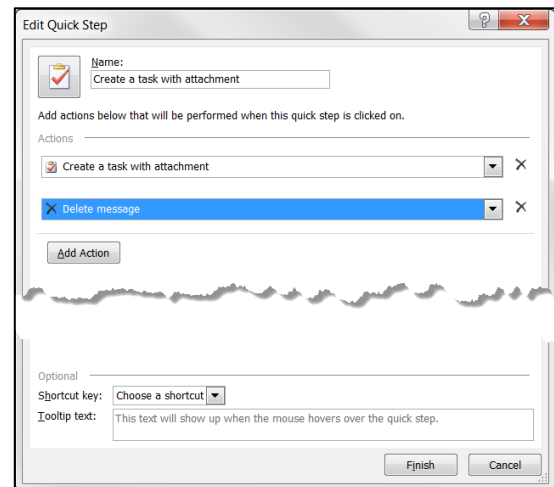
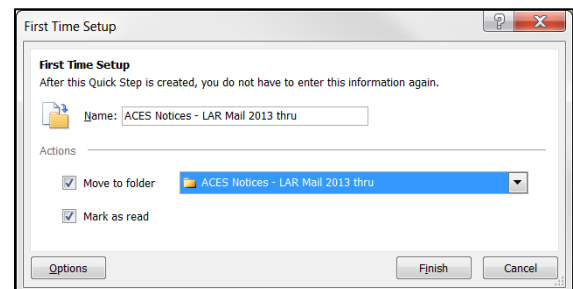
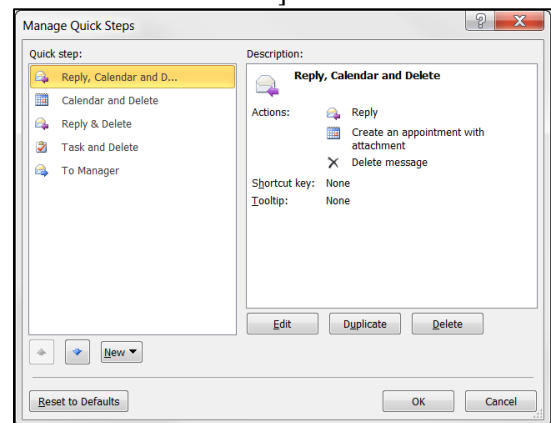
- a. From the *Quick Step* group on the **Home Tab**, click **Create New**. The *Edit Quick Step* dialog box displays (shown right).
  - b. Type a name for the **Quick Step** in the **Name** field.

For this example, we will create a rule that attaches the e-mail to a task and then deletes the messages from the folder.

- c. Click the **Actions drop down arrow** and select the desired action from the list. For this example, select **Create a task with attachment**.
  - d. Click **Add Action**. A second **Action** drop-down field displays.
  - e. Click the **drop-down arrow** and select the second action to be performed. For this example, click **Delete message**.
  - f. Click **Finish**. The new **Quick Step** will display in the **Quick Step** list in the *Manage Quick Steps* window.

### Apply a Quick Step

In the main Outlook view, select the desired message, and click the specific **Quick Step** from the *Quick Step* group on the **Home Tab**.







## Mail Options

To access **Mail Options**, click **File | Options | Mail**.

*The Outlook 2010 text editor is Word 2010.*

Many of the mail options are set by the Outlook Exchange Administrators and should not be changed. Below is a select list of features you may want to change to adjust Outlook behavior.

### Mail Option: Compose messages

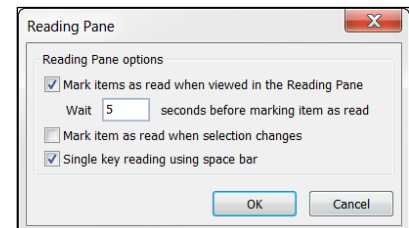
1. Click the **Compose messages in this format drop-down arrow** and select **HTML**, **Rich Text**, or **Plain Text** as the message format. **HTML** is selected by default.
2. Enable/disable **Always check spelling before sending** by clicking the **checkbox**.
3. Enable/disable **Ignore original message text in reply or forward** by clicking the **checkbox**.
4. Click **Spelling and Autocorrect** to access the *Proofing and Advanced Options* (see the section entitled AutoCorrect and AutoFormat Options at page 11).
5. Click **Signatures** to create or modify signatures for messages. Signatures are discussed in more detail in the section entitled “Signatures” at page 6.
6. Click **Editor Options** to make the following edits:
  - a. Click **Proofing** to adjust AutoCorrect options and Spell Check options. Use AutoCorrect and AutoFormat to replace text as you type, turn on features that automatically replace certain text, and define how automatic numbering and bullets are applied.
  - b. Click **AutoCorrect Options** to adjust the **AutoCorrect**, **Math AutoCorrect**, **AutoFormat as you Type** and **AutoFormat** customizations. For more information on AutoCorrect and AutoFormat features, see sections entitled “Work with AutoCorrect” and “Work with AutoFormat” at page 11.
  - c. Click **Advanced** to adjust **Editing options**, **Cut, copy, and paste**, and **Display** settings.
  - d. Click **OK** to close the *Editor Options* dialog box.

### Mail Options: Outlook panes

Click **Reading Pane** to customize how items are marked as read when using the *Reading Pane*.

#### Reading Pane Options

1. In **Outlook panes**, click **Reading Pane**. The *Reading Pane* dialog box displays (shown right).
  - Select the checkbox for Mark items as read when viewed in the Reading Pane if desired.
  - Enter a value in the Wait [ ] seconds before marking item as read.
  - Select the checkbox for Mark item as read when selection changes if desired.
  - Select the checkbox for Single key reading using space bar if desired.
2. Click **OK**.



### Mail Options: Message arrival

1. Select the behavior when new messages arrive to:
  - a. **Play a sound;**
  - b. **Briefly change the mouse pointer;**
  - c. **Show an envelope icon in the taskbar; or**
  - d. **Display a Desktop Alert.**
2. Click **Desktop Alert Settings** to set the **Duration** and **Transparency** of the Alert box.

### Mail Options: Conversation Clean Up

Select the behavior when using the **Conversation Clean Up tools**. These options are discussed in detail in the Outlook 2010 QRG 5 – Clean Up Tools.

**Mail Options: Replies and forward**

1. Enable/disable **Close original message window when replying or forwarding** by clicking the checkbox;
2. Enable/disable **Preface comments with [User name]** by clicking the checkbox;
3. Click the drop-down arrow to select Outlook behavior **When replying to a message**; and
4. Click the drop-down arrow to select Outlook behavior **When forwarding a message**.

**Mail Options: Save messages**

1. To automatically backup messages as they are being drafted, enable **Automatically save items that have not been sent after this many minutes** [ ]. Enter a value in the minutes field.
2. For the **Save to this folder** options, click the drop-down arrow and select the folder for the messages to be saved. By default, the selection folder is the **Draft** folder.

*You can save replies to moved messages in the same folder by enabling When replying to a message that is not in the Inbox, save the reply in the same folder.*

**Mail Options: Send messages**

1. Click the drop-down arrow for the **Default Importance level** to select from options **Low, Normal** or **High**. Changing this setting does not change the delivery of the message. It is merely an indicator for the recipient.
2. Click the drop-down arrow for **Default Sensitivity level** and select from options **Normal, Personal, Private, or Confidential**. Private settings blocks the user's delegate from seeing the message in the delegator's inbox.
3. Enable the option **Mark messages as expired after this many days: [ ]** to delete unread messages from the recipient's mailbox if the date and time has expired. Enter the number of days as appropriate.
4. Enable **Commas can be used to separate multiple message recipients** to use the comma in addition to the semi-colon to separate addressees on messages.
5. Enable **Automatic name checking** to have Outlook look up the keyword typed into the To: From: Cc: or Bcc: fields in a message. This option is enabled by default.
6. Enable **Delete meeting requests and notification from Inbox after responding** to have Outlook automatically remove those notices.
7. Enable **CTRL + ENTER sends a message** to use the keystroke combination **CTRL + ENTER** to send the message after drafting. This option is enabled by default.
8. Enable **Use Auto-Complete List to suggest names when typing in the To, Cc, and Bcc lines** to have Outlook refer to a list of names frequently communicated with when resolving names while addressing a message.
9. Click the **Empty Auto-Complete List** to discard the current list of names and start the list with new entries.

**Mail Options: Tracking**

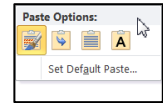
1. Enable **Delivery receipt confirming this message was delivered to the recipient's e-mail server** to receive a delivery receipt when sending message. Not all e-mail servers support this feature.
2. Enable **Read receipt confirming the recipient viewed the message** to receive a read receipt when sending messages. Not all e-mail server support this feature.
3. To control Outlook behavior when messages are received with read receipt request enabled, select: **Always, send a read receipt, Never send a read receipt, or Ask each time whether to send a read receipt**.
4. Enable **Automatically process meeting requests and responses to meeting requests and polls** for Outlook to update calendar entries when processed through the calendar invite message.
5. Enable **Automatically update original sent item with receipt information** to track delivery and read receipts for message recipients.
6. Enable **Update tracking information, and then delete responses that don't contain comments** to update tracking and delete responses without a note from the recipient.
7. Enable **After updating tracking information, move receipt to** if you wish to save the receipts in a folder. Select the move to folder location in the field provided. Click **Browse** to locate the folder.

## Mail Options: Message Format

*Do not change these options. They have been set by the Outlook Exchange Administrators appropriately for the NASA network environment.*

## Mail Options: Other

1. Enable/disable **Show Paste Options button when content is pasted into a message**. This option enables the Paste Option displayed to the right to automatically display when pasting content into a message.
2. Select a behavior **After moving or deleting an open item** by clicking the drop-down arrow and select: **open the previous item, open the next item, or return to the current folder**.



## AutoCorrect and AutoFormat Options

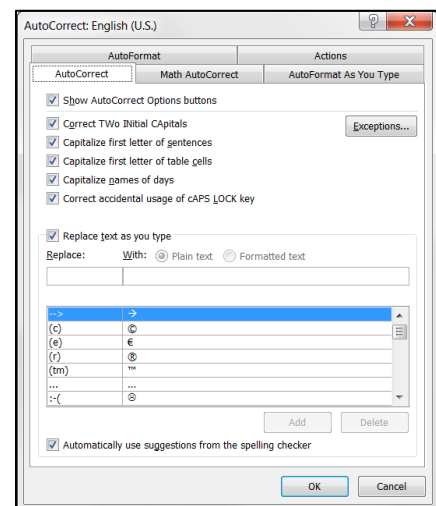
AutoCorrect and AutoFormat allow the typist to use automatic formatting while typing. Many of the features are enabled by default but can be turned off or overwritten at the time text is entered.

### Work with AutoCorrect

1. Click the **File Tab | Options | Mail | Spelling and AutoCorrect**. The *AutoCorrect* dialog box displays (shown below).

*Included in the AutoCorrect dialog box are features to set up automatic formatting for AutoFormat, AutoFormat as You Type, Math AutoCorrect, and AutoCorrect.*

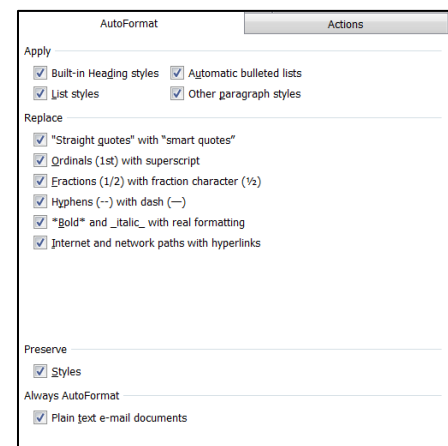
2. From the **AutoCorrect Tab** enable/disable any of the following options:
  - Show AutoCorrect Options button.
  - Correct TWo INitial CAPitals.
  - Capitalize first letter of sentences.
  - Capitalize first letter of table cells.
  - Capitalize names of days.
  - Correct accidental use of cAPS L\_OCK key.
  - Replace text as you type.
  - To add a new entry, click into the **Replace** field and type the word to be replaced. Click into the **With** field and type the word to be inserted. Click **Add**.
  - To Delete an entry, click on the entry in the **Replace Text list** and click **Delete**.
3. Click **OK** when done.



### Work with AutoFormat

Many of the same features on the **AutoFormat Tab** are also on the **AutoFormat As You Type Tab**.

1. Click the **File Tab | Options | Mail | Spelling and AutoCorrect | AutoFormat Tab**. The *AutoFormat* dialog box displays (shown right).
2. From the **AutoFormat Tab** enable/disable any of the following options:
  - Apply Built-In Heading styles.
  - Apply List styles.
  - Apply Automatic bulleted lists.
  - Apply Other paragraph styles.
  - Replace "Straight quotes" with "smart quotes."
  - Replace Ordinals (1st) with superscript.
  - Replace Hyphens (--) with dash(—)



- Replace **\*Bold\*** and *\_italic\_* with real formatting.
- Replace Internet and network paths with hyperlinks.

3. Click **OK** when done.

*Additional options are available on the AutoFormat As You Type Tab (partial screenshot shown right) to include: Format beginning of list item like the one before it, Set left- and first-indent with tabs and backspaces, and Define styles based on your formatting.*



Mail Shortcut Keystrokes			
<i>To Do This</i>	<i>Press</i>	<i>To Do This</i>	<i>Press</i>
Switch to <b>Inbox</b> .	CTRL+SHIFT+I	Delete and Ignore a Conversation.	CTRL+DELETE
Switch to <b>Outbox</b> .	CTRL+SHIFT+O	Open the Address Book.	CTRL+SHIFT+B
Choose the account from which to send a message.	CTRL+TAB (with the focus on the <b>To</b> box), and then TAB to the <b>Accounts</b> button	Add a Quick Flag to an unopened message.	INSERT
Check names.	CTRL+K	Display the <b>Flag for Follow Up</b> dialog box.	CTRL+SHIFT+G
Send.	ALT+S	Mark as read.	CTRL+Q
Reply to a message.	CTRL+R	Mark as unread.	CTRL+U
Reply all to a message.	CTRL+SHIFT+R	Open the Mail Tip in the selected message.	CTRL+SHIFT+W
Reply with meeting request.	CTRL+ALT+R	Find or replace.	F4
Forward a message.	CTRL+F	Find next.	SHIFT+F4
Mark a message as not junk.	CTRL+ ALT+J	Send.	CTRL+ENTER
Display blocked external content (in a message).	CTRL+SHIFT+I	Print.	CTRL+P
Post to a folder.	CTRL+ SHIFT+S	Forward.	CTRL+F
Apply Normal style.	CTRL+SHIFT+N	Forward as attachment.	CTRL+ALT+F
Check for new messages.	CTRL+M or F9	Show the properties for the selected item.	ALT+ENTER
Go to the previous message.	UP ARROW	Create a multimedia message	CTRL+SHIFT+U
Go to the next message.	DOWN ARROW	Create a text message.	CTRL+SHIFT+T
Create a message (when in Mail).	CTRL+N	Mark for Download.	CTRL+ALT+M
Create a message (from any Outlook view).	CTRL+SHIFT+M	Clear Mark for Download.	CTRL+ALT+U
Open a received message.	CTRL+O	Display Send/Receive progress.	CTRL+B (when a Send/Receive is in progress)